

The Department expects the Offeror to propose the best valued solution to meet standard reporting requirements for a student loan program; however, the following list are the reports currently provided to the Department.

| <i>TITLE</i> | <i>DESCRIPTION (may not be inclusive of all data elements)</i> | <i>FREQUENCY</i> |
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| FFEL/Direct Loan Consolidation Reports | The report details and summarizes FFEL Consolidation Payoffs and Certifications processed. It displays the Lender Name, Sub Lender Name, Total Paid, Overpayments, Underpayments, and Total Certified. | Weekly and Monthly |
| Disbursement Date Change (Cohort Year) Report | The report displays all disbursement date changes after each quarter end which crossed cohort years. It displays the Account Number, Loan Identification Number, Principal Balances Outstanding, Interest Receivable Balances, Principal Paid, and Interest Paid. | Quarterly |
| Trending Report | The report is a resource for statistical data for numerous Direct Loan activities to include a trending over a 13 month rolling period. | Monthly |
| Collection Activity Report | The report summarizes by Current Month, Current Quarter, and Year to Date for each Loan Type, the number of loans and the amount of loans for each delinquency stage. | Monthly |
| Correspondence Tracking Report | The report details for each mailing site and summarizes mailings grouped by document type, number mailed, date mailed, and the number and percentage returned. Document types are: bills, letters, promissory notes, deferments, forbearances, annual and quarterly statements, disclosures, and out bound mailed at Direct Loan Servicing Centers. | Monthly |
| Customer Service Activity Report | The report displays data on customer service activities at the Call Centers for hot-line calls, troubleshooting calls and information requests. It includes: (1) Volume, grouped by customer service activity type; and (2) percentage of drop calls, average length of calls, average time to respond to inquiries. | Monthly |
| Deferment/Forbearance Activity Report | The report displays the number of loans, dollar amount of loans and the average length of deferment/forbearance grouped by type of deferment/forbearance. | Monthly |
| Skip Tracing Activity Report | The report tracks by skip trace methods for the Current Month, Current Quarter, and Year to Date for the number of returned mail. It includes a four quarter rolling performance pie charts, program to date locate rate, monthly resolve rate, and address change summary. | Monthly |
| Government Furnished Material Inventory Report | The report lists all GFM provided to the contractor by the Department. It includes stock identification numbers, category, description of stock, expiration date, current distribution, last month distribution, year to date distributions, scraps/transfers, stock-on-hand, number of pallets, location, and minimal stock level indicator. | Monthly |
| Quality Analysis, Control, and Improvement Report | The report displays quality control statistical data for numerous Direct Loan processes and is used to support quality analysis, control, and improvement efforts. | Monthly |
| Project Status Report | The report displays statistical data for numerous Direct Loan activities to include Program to Date, Fiscal Year to Date, Month to Date, and Prior Years comparison, status of audits and investigations. | Weekly |
| Portfolio Summary and Analysis Report | The report displays detailed and summaries of accounts by status, outstanding balances, financial data of original loan amount, interest capitalized, principal collected, school refunds. | Monthly |

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| Independent Public Accountant Audit Request | Schools are required to conduct independent audit reviews and we provide detailed financial data of all Direct Loan Borrowers at a specific school to the auditor conducting the review. The report displays request date, requestor, school code, receipt date, process date, return mail date, and number of borrowers. | Monthly |
| System Performance Report | The report provides information on systems performance and utilization, user response times, and system availability for each day. | Monthly |
| Loans Transferred to and from the Debt Collection System | The report has 3 parts: (1) Loans Transferred to DCS - it displays by transfer date the total number of borrowers, total number of loans, total principal balance at time of transfer, and date DCS accepts the loans for each weekly transmission to DCS. (2) Rejected and Re-transfer to DCS - it displays by re-transfer date the total number of loans, total number of borrowers, total principal balance, and date DCS accepts the loans for each weekly transmission to DCS. (3) Transfers by Loan Type - it displays by transfer date, total number of borrowers, total number PLUS, Stafford, and Consolidation. | Monthly |
| DCS Recall and Rehabilitation Tracking Report | The report displays by month/year the total number of borrowers recalled from DCS, total number of loans recalled, total number of Rehabilitated loans and borrowers received from DCS. | Monthly |
| System Balancing Report | Schedule A - System Balancing Report - all transmissions received by the DLSS, Section 1 - Financial Batch Summary Report displays Total Batches Received, Accepted, and Rejected and by Transactions in Accepted Batches Received, Accepted and Rejected; Section 2 - System Balancing Summary Report displays summary level data of each Transaction type and categorized by the Disbursement Gross count and amount, fee amount, and rebate amount Received and Accepted. | Daily and Monthly |
| Reconciliation Report | Schedule B - Reconciliation Report Data for All Interfaces - all financial transactions accepted and posted to accounts. It displays summary data by financial transaction number, the principal amount, interest amount, non sufficient funds amount, late charges amount, origination fee amount, and rebate amount. | Daily and Monthly |
| Reconciliation Report | Schedule C -tracks Work in Process for financial transactions received from an interface (LO, LC, COD) but not yet posted. Section 1 - Consolidation Payoff Activity Reconciliation Report -Over/Under Returned: account number, loan identification number, effective date, date/status of payoff, over/under amount/rebate portion, amount returned/rebate portion, amount variance/rebate portion; also sorted/summarized by Total By Date. Section 2 -Consolidation Payoff Request Work in Process Report - Detail Report: account number, loan identification number, effective date, date/status of payoff, payoff amount, amount created, amount posted, balance, and variance; also sorted/summarized by subtotal for each effective date. Section 3 - Disbursement Activity Work in Process Report -Disbursement Detail displaying at disbursement level; account number, loan identification number, disbursement number, sequence number, date/status/activity code, amount, fee, reason code, rebate amount, interface identification number; also sorted by status date and summary data categorized by | Daily and Monthly |